



STATE OF CALIFORNIA
OFFICE TECHNICIAN (GENERAL) & (TYPING)
DEPARTMENTAL PROMOTIONAL

FINAL FILING DATE: APRIL 3, 2013

"An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation."

EXAMINATION BASE	DEPARTMENTAL PROMOTIONAL FOR: DEPARTMENT OF REHABILITATION
WHO SHOULD APPLY	<p>This is a Departmental Promotional examination for the Department of Rehabilitation.</p> <ol style="list-style-type: none">1. Applicants must have a permanent civil service appointment with the Department of Rehabilitation as of the final filing date in order to take this examination; or2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code 18992; or4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.
HOW TO APPLY	<p>Applications Form 678 (Revised 06/2010) must be received and/or POSTMARKED no later than the final filing date. FAXED OR EMAILED APPLICATIONS WILL NOT BE ACCEPTED. Applications postmarked, personally delivered or received via interoffice mail after the final filing date will not be accepted for any reason. Applications are available and may be filed in person or by mail with:</p> <p>DEPARTMENT OF REHABILITATION Selection Services Unit Attn: Carmelita Gaona 721 Capitol Mall Sacramento, CA 95814</p> <p>To download a copy of the Standard State Application (STD.678) go to www.jobs.ca.gov DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CalHR).</p>
APPLICATION DEADLINE	Applications must be submitted by APRIL 3, 2013, the final filing date. Applications postmarked, personally delivered or received via interoffice mail after 5:00 P.M. on the final filing date will not be accepted for any reason.
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.
SALARY RANGE(S)	\$2638.00 – \$3209.00 Office Technician (General) \$2686.00 - \$3264.00 Office Technician (Typing)
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p>All applicants must meet the requirements for this examination by the final filing date. All applications/resumes must include "to" and "from" dates (Month/Day/Year), time base and civil service class. Applications/resumes received without this information will be rejected.</p> <p>Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II.</p> <p><u>EITHER I</u></p> <p>EXPERIENCE: One year of experience in the California state service performing clerical duties at a level of responsibility equivalent to that of an Office Assistant, Range B.</p> <p><u>OR II</u></p> <p>EXPERIENCE: Two years of clerical experience. [Academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work which upon completion will fulfill these requirements will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.]</p>
EXAMINATION PLAN	<p>This examination will consist of a Self Rating Examination, weighted 100%. Examination interviews will not be held. In order to obtain a position on the eligible list, a candidate must meet the examination requirements and must attain a minimum of 70.00% score on the examination. INSTRUCTIONS ON HOW TO COMPLETE THE SELF RATING EXAMINATION WILL BE MAILED AND/OR EMAILED TO ALL CANDIDATES WHO ARE ACCEPTED INTO THE EXAMINATION.</p>

EXAMINATION
PLAN
(CONT.)

SELF RATING EXAMINATION - WEIGHTED 100%

Scope:

A. KNOWLEDGE OF:

- 1. Modern office methods, supplies and equipment
- 2. Principles and processes for providing customer and personal services.
- 3. Knowledge of appropriate account codes, project codes, rates and other related information consistent with departmental, state and federal regulations.
- 4. Microsoft Word, Excel, Microsoft Outlook and AWARE.

B. ABILITY TO:

- 1. Follow oral and written directions.
- 2. Communicate with the general public, DOR consumers, and other employees.
- 3. Evaluate situations and take effective action.
- 4. Read and write English at a level required for successful job performance.
- 5. Manage one's own time and actively look for ways to help others.
- 6. Act independently, respond and assist with various customer situations.
- 7. Type at a speed of not less than 40 words per minute.

ELIGIBLE LIST INFORMATION	A Departmental Promotional eligible list will be established to fill vacancies for the Department of Rehabilitation. The list will be abolished 12 months after establishment unless the needs of the service and conditions of the list warrant a change in this period.
POSITION DESCRIPTION	Under the general supervision of the Team Manager, (Staff Services Manager I,) the Office Technician (General) independently, provides technical and clerical support to the Team Manager, and the VRSD team, by performing specialized duties related to the vocational rehabilitation services delivery process. Positions at this level regularly require detailed and sensitive public contact. Good judgment and the ability to communicate effectively is of primary importance at this level. The Office Technician (General) regularly performs a variety of the most difficult clerical duties, and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Positions are located throughout the State with the Department of Rehabilitation.
CAREER CREDITS	Career credits are not granted in promotional examinations.
VETERANS POINTS	Veterans preference points are not granted in promotional examinations.

GENERAL INFORMATION

To find out more about the Department of Rehabilitation (e.g., how to prepare for a civil service examination, information regarding the American with Disabilities Act, the Limited Examination Appointment Program (LEAP), office locations, etc) access our web site at www.dor.ca.gov.

It is the candidate's responsibility to contact the Department of Rehabilitation's Examination Unit at the phone number indicated on this bulletin three weeks after the final filing date if he/she has not received a progress notice.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Department of Rehabilitation reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revisions will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the classification

Promotional Examinations: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

It is an objective of the State of California to achieve a drug-free work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

TTY is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.
California Relay (Telephone) Service for the Deaf or Hearing-impaired

ONLY INDIVIDUALS AUTHORIZED TO WORK IN THE UNITED STATES WILL BE HIRED

DEPARTMENT OF REHABILITATION

SELECTION SERVICES UNIT

721 CAPITOL MALL

SACRAMENTO, CA 95814

TEL. NO. (916) 558-5545

TTY: 711 (NATIONAL RELAY SERVICE)